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ABSTRACT

This book presents 13 papers which address theoretical and practical issues concerning support staff at British institutions of higher education. The papers are: (1) "Induction and Appraisal: Vital or Simply a Burden?" (Bob Hardwick); (2) "Quality Assurance and Service Delivery" (Celia Whitchurch); (3) "Teams, Team Working and Problem-Solving" (John Doidge); (4) "The Use of Vocational Qualifications, Standards and Competencies in the Development of Allied and Support Staff" (Neil Jones); (5) "To Accredit, or Not To Accredit" (Pat King); (6) "The Impact of New Technology and Implications for Support and Allied Staff Training" (Jenny Wilkinson); (7) "The Management of Pressure and Prevention of Stress" (Debbie Greenwood); (8) "It's Not Just Courses: Other Ways of Developing Higher Education Support Staff" (Anne Sibbald); (9) "The Investors In People Initiative and Its Implications for Support Staff in Higher Education" (Bob Thackwray); (10) "Developing Managers: Towards Management Learning" (George Gordon and Robin Middlehurst); (11) "Operating Staff Development Effectively in Higher Education: A Departmental Perspective" (Jenny Wilkinson); (12) "A Staff Developer's Perspective" (Ian Hewes); and (13) "Towards the Millennium and Beyond" (John Doidge, Bob Hardwick and Jenny Wilkinson). A glossary of acronyms and a subject index are provided. (Individual chapters contain references.) (DB)

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